

EXHIBIT A

(12) EX PARTE REEXAMINATION CERTIFICATE (10099th)

United States Patent

Ryan et al.

(10) Number: US 6,744,858 C2
 (45) Certificate Issued: Apr. 3, 2014

(54) **SYSTEM AND METHOD FOR SUPPORTING MULTIPLE CALL CENTERS**

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Reexamination Certificate for:

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Related U.S. Application Data

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(51) **Int. Cl.**

H04M 3/50 (2006.01)
H04Q 3/66 (2006.01)

(52) **U.S. Cl.**

USPC **379/45; 379/265.09; 379/49**

(58) **Field of Classification Search**

None

See application file for complete search history.

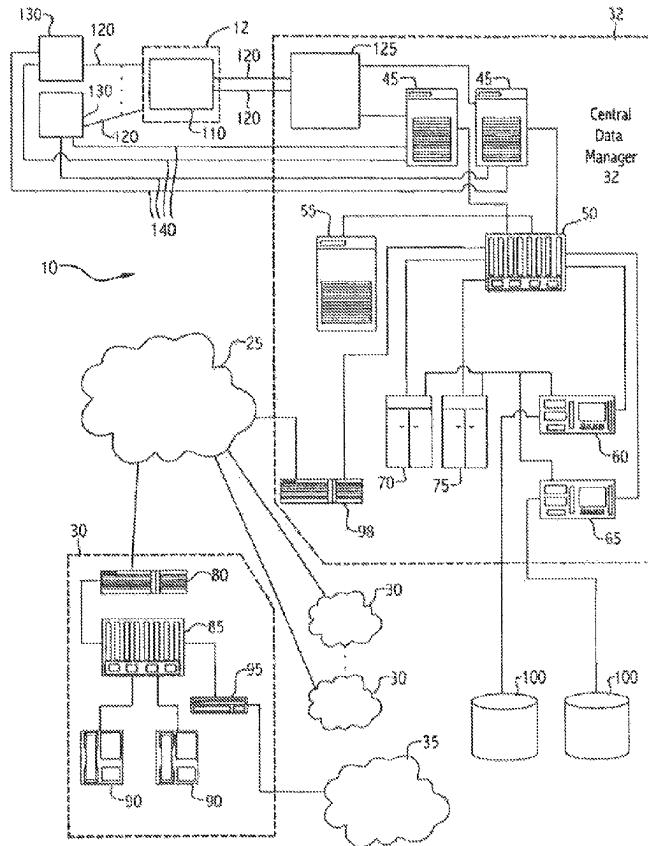
(56) **References Cited**

To view the complete listing of prior art documents cited during the proceeding for Reexamination Control Number 90/012,897, please refer to the USPTO's public Patent Application Information Retrieval (PAIR) system under the Display References tab.

Primary Examiner — Mary Steelman

(57) **ABSTRACT**

A system and method for routing calls from multiple call centers using remote terminals for receiving incoming calls, a wide area network interfaced with the remote terminals, and a central data manager configured to receive the incoming calls from a communication network and to route them to the remote terminals over the wide area network. The remote terminals enable operators to receive incoming calls and to dispatch personnel in response to the incoming calls. Each of the incoming calls is associated with an automatic number identification identifying a communication device from which the incoming call originated. Additionally, each of the incoming calls is routed over the wide area network to a particular remote terminal based on the associated automatic number identification of the incoming call.



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EX PARTE

**REEXAMINATION CERTIFICATE
ISSUED UNDER 35 U.S.C. 307**

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NO AMENDMENTS HAVE BEEN MADE TO
THE PATENT

AS A RESULT OF REEXAMINATION, IT HAS BEEN
DETERMINED THAT: 10

The patentability of claims **1-14** is confirmed.

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